



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING CLERK

Class No. 002745

■ CLASSIFICATION PURPOSE

To supervise and direct the clerical activities of more than one functional area or unit; to assist in carrying out administrative policies and procedures; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Incumbents in this class function as second-line supervisors, directing the activities of more than one clerical unit in a major division of a department, through subordinate supervisors. This class differs from the next lower-level class in this series, Senior Clerk, in that the latter provides functional supervision and acts as a lead-worker or performs the most difficult or technical clerical assignments within a specific functional area. This class differs from the highest-level class in this series, Principal Clerk, in that the latter is responsible for planning, organizing, and directing a large division within a department whose major functions and services are performed by clerical support.

■ ESSENTIAL AND NON-ESSENTIAL FUNCTIONS

**The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Organizes functional units and establishes clerical policies and procedures, work assignments, and performance standards.
2. Interviews, selects, trains, counsels, and evaluates the performance of subordinate clerical personnel.
3. Interprets and carries out County policy and procedures which are common to all departments coordinates work with other divisions or departments.
4. Composes and prepares correspondence and reports.
5. Summarizes and maintains financial and statistical records and data.
6. Identifies resources in planning workflow and activities.
7. Submits requisitions for services, supplies and equipment.
8. Participates in identifying and solving departmental procedural problems.
9. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Non-Essential Functions:

1. Provides input into and may assist in monitoring budgets.
2. Requisitions for services, supplies and equipment, identifying resources in planning departmental workflow and activities.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and techniques of supervision.
- County organization, operations, and functions.
- Departmental clerical policy, procedures, and forms.

- Office administration.
- County policy and procedures including Civil Service Rules, the Compensation Ordinance, hiring, budget, requisitioning, grievance and disciplinary procedures.
- Data processing systems and terminology.
- Accounting principles.
- County customer service objectives and strategies.

Skills and Abilities to:

- Plan, organize, direct, and schedule work assignments.
- Establish standards and review and monitor work.
- Develop, read, interpret, carry out, and explain policies and procedures.
- Compile and summarize data and information and maintain records.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Four (4) years of recent experience performing a wide variety of increasingly difficult and highly technical clerical duties. At least eighteen (18) months of this experience must have been performing duties identical to or at the level of a Senior Clerk in the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; Fine finger dexterity to operate keyboards and writing materials.

San Diego County Psychiatric Hospital:

Frequent: repetitive use of hands, power grasping, fine finger manipulation. opening, closing, locking, and unlocking heavy-duty security and fire doors within the hospital that weigh 30 to 40 pounds. Occasional: lifting and carrying items weighing up to 25 pounds for a distance up to 10 feet; and reaching above and below the shoulders.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None required.

Certification/Registration

None required.

Working Conditions – Locations other than the San Diego County Psychiatric Hospital

Work primary takes place in an office environment; work involves frequent exposure to computer screens.

Working Conditions - San Diego County Psychiatric Hospital:

Work involves interacting with persons who may be upset, hostile, emotionally distressed, suicidal, or homicidal. Work involves exposure to shouting and yelling by patients. Work may involve exposure to bodily fluids when handling patients'/clients' personal clothing or property and communicable diseases and other medical conditions when interacting with patients or clients.

NOTE: Incumbents may be required to wear personal protective equipment when necessary.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a background check.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: November 2, 1979**  
**Revised: February 14, 2001**  
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